

C.L. "BUTCH" OTTER – Governor RICHARD M. ARMSTRONG – Director DEBBY RANSOM, R.N., R.H.I.T – Chief BUREAU OF FACILITY STANDARDS 3232 Elder Street P.O. Box 83736 Boise, Idaho 83720-0036 PHONE: (208) 334-6626 FAX: (208) 364-1888 E-mail: fsb@idhw.state.id.us

May 30, 2007

Theresa Wessels, Administrator Juniper Meadow, Emeritus Properties II, Inc 2975 Juniper Dr Lewiston, ID 83501

Dear Ms. Wessels:

On May 15, 2007, a complaint investigation survey was conducted at Juniper Meadow, Emeritus Properties II, Inc. The survey was conducted by Sydnie Braithwaite, RN, Donna Henscheid, LSW, Polly Watt-Geier, MSW. This report outlines the findings of our investigation.

## Complaint # ID00002671

Allegation #1:

Employees were verbally abusing residents.

Findings:

Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation. 28 of 28 residents interviewed stated the staff treated them respectfully and had

no problems with interactions with staff.

Allegation #2:

Employees were ignoring residents' requests for assistance with toileting needs.

Findings:

Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation. On May 15, 2007 the residents were observed to be neat, clean and odor free. Documentation in 3 of 3 resident records indicated residents' toileting needs were being met as outlined in their NSA. 28 of 28 residents interviewed stated their toileting needs were met as needed or requested.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,

DONNA HENSCHEID, LSW

Team Leader

Health Facility Surveyor

Residential Community Care Program

Inna Henscheid

DH/sc

C:

Jamie Simpson, MBA, QMRP, Supervisor, Residential Community Care Program